

# Virginia Relay

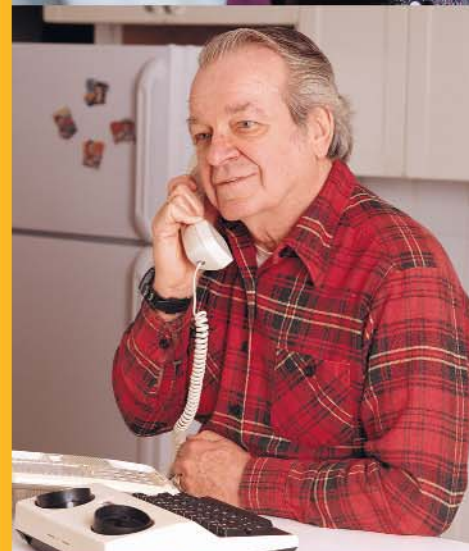
## Partner

## Using Virginia Relay

Virginia Relay is a public service offered by the Commonwealth of Virginia that allows businesses, private citizens and public agencies to communicate by telephone with people who are deaf, hard of hearing, DeafBlind, or speech disabled and unable to use a standard telephone. TTY (text telephone) callers make the majority of the calls that come through Virginia Relay daily.

### Tips

- ✓ **When Virginia Relay calls, don't hang up.**  
The person calling you is a deaf, hard-of-hearing or speech-disabled customer, using Virginia Relay to contact your business by telephone.
- ✓ **Say "Go Ahead" or "GA" after each thought.**  
Remember that the Virginia Relay Communications Assistant (CA) must type everything you say, so try to speak clearly and slowly. It is not necessary to speak loud. When the CA says "Go Ahead" to you, it's your turn to respond.
- ✓ **Speak directly to the customer, not to the CA.**  
The CA is not a part of the conversation and will not acknowledge you if you speak to her/him. Talk in first person and pretend the CA is not there.
- ✓ **The CA will type everything that is heard.**  
To ensure equal access, CAs will type everything they hear, including background noise and voice intonation. Your words will be typed exactly as you say them.
- ✓ **Be patient.**  
Virginia Relay calls take a few minutes longer than regular calls. Keep in mind, your time may be valuable, but so is your customer.



Visit [varelay.org](http://varelay.org) to learn more.